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064198.0185
(LB1025)

PATENT APPLICATION
10/766,985

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Knott, et al.
Serial No.: 10/766,985
Date Filed: January 29, 2004
Group Art Unit: Unknown
Examiner: Unknown
Title: *Method, Software and System for Developing
Interactive Call Center Agent Personas*

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

I hereby certify that this Information Disclosure Statement is being deposited with the United States Postal Service as Express Mail No. EV352389227US addressed to: Mail Stop Patent Application, Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on April 20, 2004.

Shannon Judice

Dear Sir:

INFORMATION DISCLOSURE STATEMENT

Applicants respectfully request, pursuant to 37 C.F.R. §§1.56, 1.97 and 1.98, that the references listed on the attached PTO-1449 form be considered and cited in the examination of the above-identified application. Since the present Application was filed after June 30, 2003, copies of any U.S. Patent and any U.S. Patent Application Publications cited on the attached PTO Form 1449 are not being submitted with this Information Disclosure Statement pursuant to the July 11, 2003 waiver of 37 C.F.R. §1.98(A)(2)(i) by the U.S. Patent and Trademark Office. Furthermore, pursuant to 37 C.F.R. §§1.97(g) and (h), no representation is made that these references are material to the patentability of the present application.

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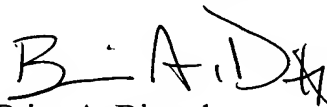
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10/766,985

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Applicants believe no fees are due for this Information Disclosure Statement, however, the Commissioner is hereby authorized to charge any fees to Deposit Account No. 50-2148 of Baker Botts L.L.P. in order to effectuate this filing.

Respectfully submitted,

BAKER BOTTS L.L.P.
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PTO-1449

APR 20 2004

**Information Disclosure Citation
in an Application**

Application No.

Applicant(s)

10/766,985

Knott, et al.

Docket Number

Group Art Unit

Filing Date

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Unknown

January 29, 2004

U.S. PATENT DOCUMENTS

	DOCUMENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE
A.	5675707	10/7/97	Gorin et al.	395	2.66	9/15/95
B.	6081774	6/27/00	de Hita et al.	704	9	8/22/97
C.	6094635	7/25/00	Scholz et al.	704	270	9/17/97
D.	6154527	11/28/00	Porter et al.	379	88.18	10/16/98
E.	6167370	12/26/00	Tsourlkov et al.	704	9	5/27/99
F.	6269153	7/31/01	Carpenter et al.	379	88.02	7/29/98
G.	2001/0014852	8/19/01	Tsourlkov et al.	704	9	2/7/01
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I.	6327566	12/4/01	Vanbuskirk et al.	704	257	6/16/99
J.	2002/0007267	1/17/02	Batchilo et al.	704	9	2/16/01
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	DOCUMENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
						YES	NO
P.							
Q.							
R.							
S.							
T.							

NON-PATENT DOCUMENTS

	DOCUMENT (Including Author, Title, Source, and Pertinent Pages)	DATE
U.		
V.		
W.		
X.		
Y.		

EXAMINER

DATE CONSIDERED

EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.

PTO-1449

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Applicant(s)

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in an Application**

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Knott, et al.

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U.S. PATENT DOCUMENTS

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A.	2002/0184002	12/5/02	Galli	704	7	5/30/01
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C.	6560329	5/6/03	Draginich, et al.	379	265.02	4/29/99
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